

## A Case for Preserving OCI & Unified Insurance Oversight

**By Connie L. O'Connell**  
**Commissioner of Insurance**

As I reflect on my tenure as Insurance Commissioner a few points stand out. First, Wisconsin citizens are exceptionally well-served by the high quality staff of the Office of the Commissioner of Insurance (OCI). Wisconsin's domestic insurance industry is characterized by companies who are generally well managed and responsive to their policyholders. Wisconsin's regulatory structure has created an environment where consumers benefit from a competitive market place that causes insurers to compete on both quality and price. The structure of OCI provides

efficient and effective regulation to the benefit of insurance consumers.

Wisconsin is one of a few states that can boast two regulators who have been singled out by the National Association of Insurance Commissioners (NAIC) as being the best in their field. Last month, Randy Blumer, Wisconsin's Deputy Insurance Commissioner received the highest individual honor given by the NAIC, the Robert Dineen Award. Four years ago this award was presented to Guenther Ruch, Wisconsin's Administrator of the Division of Regulation and Enforcement. Blumer and Ruch are the most visible examples of the excellence exhibited by OCI staff

but over the last four years I have found that such distinction and dedication are, in fact, commonplace.

I have also been pleased with the quality of Wisconsin's domestic insurance industry. OCI has a tradition of strong communication with companies and agents and educated disagreements. My goal at all times has been to act fairly and to provide the best result for the insurance consumer within the law and insurance policy. The vast majority of companies have cooperated with and respected that approach.

## Preserving oversight...

The Wisconsin Legislature, with the guidance of Spencer Kimball and others, established a regulatory framework in Wisconsin that truly benefits insurance consumers. The competitive marketplace has yielded the lowest homeowner's premium and one of the lowest auto premiums in the country. The mission and structure of OCI as established in statute has created an environment where informed consumers can take advantage of this marketplace, knowing that OCI has strong enforcement tools to take action when necessary.

I am deeply concerned that some state legislators have suggested proposals that may jeopardize this success. They have indicated they are exploring fracturing functions of OCI and assigning them to

other state agencies. Some examples include transferring complaint processing to the Department of Agriculture, Trade and Consumer Protection and transferring agent licensing to the Department of Regulation and Licensing.

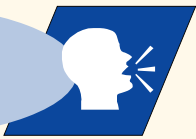
From a budget standpoint it is important to point out that OCI does not utilize any general purpose revenue. Therefore any consolidation, merger or other shifting of functions from OCI to another department would not provide any benefit to the budget situation, and in fact due to the nature of OCI's budget would likely reduce the agency's revenue contribution to the general fund and increase costs to the insurance industry.

In addition to a neutral or negative general fund budget impact, the suggested changes would impair our consumer protection and regulatory

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functions. As you may know, OCI's complaint processing, licensing, and regulation & enforcement functions are integrated. When a call is received by our Complaint Section that is technical in nature, it is often referred to a market conduct examiner with a specific expertise. Information from that call may



## Another Option For Electronic Filing Of Policy Forms & Rates

Insurers filing policy forms and rates have another option for filing electronically. Insurers prepare and submit filings that automatically update the OCI rate and form filing system. Edit checks assure companies that the filing is complete. OCI staff members assign and process filings. Insurers receive notification of the approval of filings via the Internet. Any required correspondence is completed using e-mail. The new system was piloted successfully by both a health insurer and a property and casualty insurer, and is now in production. Insurers may obtain

further information at <http://www.innovativeit.com> or by contacting the OCI.

Wisconsin also accepts rate and form filings in all lines of business through SERFF. OCI staff members are available to meet with insurers interested in learning more about SERFF or the new electronic filing process. Contact Susan Ezalarab at [sue.ezalarab@oci.state.wi.us](mailto:sue.ezalarab@oci.state.wi.us) for further information or to schedule a Web-based demonstration.

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### Parceling Out?...

prompt an investigation into alleged improper activities. After appropriate due process, it may be determined that the allegations are true and the office may take enforcement action such as license revocation for an agent, an order to pay a forfeiture by a company or return of

premium to a policyholder.

If the complaints handling and investigation function were transferred to the Department of Agriculture, Trade and Consumer Protection (DATCP) this coordinated response could not occur. An integrated approach to regulation is vital, in order for a regulatory agency to be successful. Moving the handling of complaints to DATCP would result in inefficiencies, such DATCP or another department hiring duplicate insurance experts to investigate complaints, or directing the inquiry back to OCI for assistance. However, DATCP would not have authority to revoke the agent's license. Nor would it be able to hold the consumer harmless in the transaction by holding the insurance company responsible for the agent's actions. The handling and investigation of complaints

is not the sole consumer protection activity in insurance. Performing market conduct examinations, policy form reviews, enforcement actions and licensing also are important components. Not only am I certain that Wisconsin insurance consumers would not be served as well if insurance consumer protection were moved from OCI, such a change would likely result in a higher costs.

If the agent licensing function was transferred to another agency, coordination with other states would be significantly impaired as would enforcement ability. While Wisconsin has enacted rules to provide reciprocity for agent licensing, we continue to work toward greater uniformity through the NAIC. If the agent licensing function

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W. I. N.

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**Governor:**  
Scott McCallum

**Commissioner  
of Insurance:**  
Connie L. O'Connell

**WIN Editor:**  
Kyle R. Richmond

## Deputy Comm. Randy Blumer Gets National Award

Randy Blumer, Wisconsin's Deputy Commissioner of Insurance, received the Robert Dineen Award from the National Association of Insurance Commissioners (NAIC) at its winter meeting in San Diego on Dec. 7. The award is the highest individual honor given by the NAIC and is named for a former New York Insurance Department superintendent. Established in 1989, the award is given to an individual in recognition of outstanding achievement as a career regulator.

Blumer has worked as a Financial Examiner, Assistant Director of the Bureau of Financial Analysis & Examinations, Administrator of the

Division of Regulation & Enforcement, Assistant Deputy Commissioner, Deputy Commissioner and Acting Commissioner at the OCI for more than 22 years. He is chairman of the state's Patient's Compensation Fund, vice chairman of the Group Insurance Board and has served on numerous NAIC committees and task forces.

"His contributions to the state regulation of insurance in the area of solvency regulation have been nationally significant and significant to the business of insurance in Wisconsin," said Insurance Commissioner Connie L. O'Connell in her letter of nomination of Blumer. "Fewer insurance consumers will be harmed and



*Randy Blumer has worked on insurance issues of national importance as part of his duties as Wisconsin's Deputy Commissioner.*

the insurance marketplace will not be as disrupted as a result of insurance company insolvencies because of Randy's contributions."

## **AGENT UPDATE**

# **Continuing Education Transcripts and Agent Licenses Are In the Mail**

As of November 1, 2002, 11,065 agents completed their CE requirements and will be receiving a new license in the mail very soon identifying a CE compliance date of February 15, 2005. Just under 16,000 agents not yet in compliance are receiving a transcript identifying the courses completed and the total number of credits still needed to avoid license suspension or subsequent revocation. As agents come into compliance through April 16, an updated license will be provided.

### **Basic Requirements**

All agents who hold a license in any of the major lines of property, casualty, personal lines P&C, life, accident and

health insurance, or the limited line of automobile, must meet the continuing education requirements. *Course credits may be completed at any time during the two-year period.*

The 2001-2003 reporting period began January 1, 2001. Agents originally licensed *prior* to January 1, 2001, in the lines identified above are required to complete 24 continuing education credit hours between January 1, 2001 and February 15, 2003. Agents originally licensed *after* January 1, 2001, are required to complete the requirements between January 1, 2003 and February 15, 2005. Each agent's reporting period is identified on his or her individual

license copy. Carryover of credits from one reporting period to another is not allowed.

*Reminder: If you completed your requirements prior to January 1, 2001 for the 1999-2001 reporting period, classes you completed between January 1 and April 16, 2001 have been banked for the 2001-2003 reporting period.*

A list of approved providers and courses is available at Promissor's Web site through a link at OCI's Web site by logging on to [oci.wi.gov](http://oci.wi.gov), then click on "Agent" followed by "Continuing Education for Insurance Agents." Or, you can log on directly to [www.promissor.com](http://www.promissor.com).

### **Internet and FaxBack Transcripts Available**

Promissor has two ways to assist agents in determining their progress toward meeting the continuing education requirements. To request your most current Licensee Continuing Education Transcript, you can use either of the following options: Log on to [www.promissor.com](http://www.promissor.com). Select Testing Services, then Insurance followed by Wisconsin Insurance. Under Continuing Education Services, click on "Licensee Course Transcript," and enter your Wisconsin license number or social security number and last name. You will be able to view and also print your

### **Agent Update...**

transcript.

Call Promissor's Transcript FaxBack System toll-free at (877) 687-8886. You will be required to provide your Wisconsin license number. Once the license number is verified, your latest transcript will be transmitted to the fax number of your choice.

The transcript will permit you to take any action that is necessary to add, delete, or change information that is inaccurate. To correct credit discrepancies, agents are required to contact their continuing education provider(s) directly. These discrepancies can only be resolved between the agent, the provider and Promissor.

### **Who to Call**

Contact Promissor for answers to general questions, to gain information on course availability, and to confirm if credits have been banked in an agent's individual record. They may be reached at (800) 274-4679. Reminder: Dial the (800) prefix whenever using this number. You may also fax your request for continuing education information to Promissor at (610) 617-0927.

### **Change Of Resident Address**

If you have a resident address change, please notify the Agent Licensing Section in writing at P.O. Box 7872, Madison, Wisconsin 53707-7872, by fax at (608) 264-8115, or by e-mail at [agentlicensing@oci.state.wi.us](mailto:agentlicensing@oci.state.wi.us). Telephone requests for change of address are not accepted.

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### **Preserving...**

were transferred, Wisconsin would no longer have a voice in this process.

In addition, OCI's regulatory tools would be limited. We would not be able to revoke an agent's license. We would lose the immediate feedback we need in order to act quickly on insurance agent licensing and appointment problems. Further, we would merely be adding another step in the regulation of insurance agents at an increased cost.

Wisconsin has created a regulatory structure that maximizes consumer protection but minimizes regulatory cost. The Wisconsin insurance department stands out among its counterparts in other states receiving top ratings for consumer activities. At the same time,

the agency is distinguished from other states by its efficient and effective regulation. Removing the core consumer protections from the agency will jeopardize OCI's ability to respond to consumer needs and hold regulated entities accountable.

In the final analysis, consumer protection is our agency's primary mission, while insurance company financial solvency is also a major responsibility. It is healthy to periodically contemplate reorganization, but it should be evaluated based on GPR savings and service improvements. In this proposal, I see neither. I continue to believe if the general public has an insurance concern, they will look first to the agency charged with administering insurance laws and the expertise to handle their complaint the first time. That agency is OCI.



## Walking the Marble Halls for OCI: Jim Guidry

By Wei Chen, OCI Public Information

If there is any new insurance legislation working through the Capitol, Jim Guidry may be the first person to know it. If there is any misconception about OCI, he is the person to communicate with the legislator and the public to clarify it. As the OCI's legislation liaison, Guidry serves as the point of contact between the Capitol and the agency.

"Everyday is different. Generally, I try to keep in contact with people in the Capitol such as the Governor-Elect. But sometimes, I also handle inquiries from the public," Guidry said. "There are often misconceptions of our roles. My job is to help people understand the role of the OCI."

There are many different views of how the OCI should regulate. Guidry believes that the mission of OCI is to insure both fair treatment of consumers and a competitive, healthy market with the minimum regulatory influence.

Before joining OCI in November 2000, Guidry worked as the section chief in charge of collecting local government financial statements at the state Department of Revenue for 4 years. He said he enjoys his new job more than ever.

"It is like nothing I have done before. There is so much to learn and I enjoy the team aspect of the work here," he said.

From January to May is usually the busiest season for Guidry because new legislation is created and new bills are introduced, but this year he also had a very busy summer working on the Medicare Reimbursement Summit, the state Healthcare Listening Sessions, and the Wisconsin Encourages Healthy Lifestyles (WEHL) Council.

"We did a mandate survey among insurers this summer because we realized that health insurance mandates are such an important issue. Every mandate adds the health insurance cost. Even an increase of one percent may translate to 35 million dollars' extra cost. So we must be very careful about it,"

### Eye on OCI



Guidry said.

When working on the health care listening sessions, Guidry traveled around the state with Governor McCallum, the Commissioner and employers to see how the employers control their insurance costs. He said it was a good way to facilitate communication among employers and to foster a dialogue with the public.

Right now, Guidry is talking to local groups about employer health insurance. He is preparing for the new legislative

Continued directly below

## Communications Intern Brings Her International Experience to the OCI



By Kyle Richmond  
OCI Public Information

Wei Chen, a University of Wisconsin graduate student, has spent 10 weeks working as the OCI's

communications intern this semester. Chen transferred from the University of Calgary to work on a degree in Mass Communications in Madison. She is originally from China.

Chen has worked on news releases, changes to the Web site, and outreach activities for the agency. The internship at the OCI has been Chen's first

professional work (albeit without pay) in the U.S. "This is really valuable experience to me," she said. "I gained confidence in getting this job, and doing this job."

Before leaving China for graduate school in Canada, Chen was a TV reporter for two years in Dalian, a city of 3 million. Famous for tourism, Dalian is located in northeast China at roughly the same latitude and between Beijing and P'yongyang, capital of North Korea. Chen majored in English for her bachelor's degree.

"All my teachers said 'You really have potential in English.' And then I found I made the right decision because I really love English literature," Chen said. "I

found English really opened the window for me to enter another world."

"To me it seems like more than language; it almost influences my way of thinking," Chen said, adding that she isn't worried about losing her cultural identity. "I think it's a good thing...to have another way of looking at things can make your view more objective."

"There's some good stuff there, and I'm trying to absorb the good stuff here," she said. "People all over the world share some similarities." Chen's second foreign language is Japanese, but she said she hasn't had much opportunity to practice. Her Japanese friends in China spoke Chinese and English with her.

session and the new administration.

Because Wisconsin's budget deficit is project to increase even more during the next legislative session, Guidry may also be called upon to help explain the agency's budget to the legislature.

Right now, he's focusing on the obvious. "Health care costs are still high. We still have a lot of work to do," Guidry said.

Her goal after graduation is to find a communications job in North America. After arriving in Canada for graduate school, Chen met a new Chinese emigrant to Calgary. They have since married, but he wants to be a doctor in Calgary and she wants to work in advertising in the U.S. "We are negotiating," Chen said, smiling.

## Agent Questions



**Q.** I had held my insurance license about 5 to 6 years ago. The lines of insurance I had was 11,12,14,16, my license # was 00000000. I was told that I have to only take the Law part of the insurance exam. My question is if I take the law test, and pass, do I get my full lines of insurance I had before, back? I did attend the prelicensing education course for Life. Would I have to attend all the educational course for all the lines and take all the law test or not?

**A.** You need to complete the prelicensing education for each line you want back,

as well as the law portion of each examination. You should have received a Candidate Handbook when you began your Life class. That document provides all information on licensing requirements.

**Q.** When a non-licensed person sells or markets a product that does not require a license to sell, does that agent or company have to register that product with the Commissioners Office before they can do business in Wisconsin? Take for example a product marketed by (company names), they have a membership based product that provides access to some health care benefits through their membership association called (association name). Does each sales representation have to register with the state, does the marketing company

do that once for the state or does it not have to be done??

**A.** I am not aware of any insurance product that would exempt an individual from being licensed to perform the solicitation. Section 628.02, Wis. Stat. specifically identifies that anyone soliciting, negotiating, placing insurance or annuities, or advising on insurance needs and coverages MUST be individually licensed and properly appointed. Corporate (firm/agency) licensing is not required in Wisconsin, nor can they be appointed with an insurer. Only natural persons can solicit insurance business in our state.

**Q.** Dear Sirs: I have a Non-Resident Intermediary Indv. license in Wisconsin

-License #00000000. Do I need to inform you that I currently have passed my NASD series 6 and 63 exams? The Illinois Dept. of Insurance needed to endorse my resident license to reflect variable contracts. Please advise.

**A.** We do not provide a "variable" license, therefore, no endorsement is required. Current law identifies that persons wishing to solicit variable products must hold a valid LIFE license and provide evidence to their insurers (not to us) that they have passed the proper NASD examinations. A fact sheet on this topic is available on our website, specifically at <http://www.oci.wi.gov/agentlic/varcont.htm>.

## Administrative Actions



In many of the proceedings listed below, the Respondent denied the allegations but consented to the actions. Detailed information regarding the proceedings is available from the OCI Legal Unit. The following are actions completed from July through September 2002.

### Agents

#### Mark J. Anderson

316 Shelley Dr., Racine, WI 53405  
Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### Jerome A. Andryczak

3620 E. Layton Ave. Ste. 17, Cudahy, WI 53110  
Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### Alan W. Authier

P.O. Box 2593, Appleton, WI 54913  
Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### Tyson A. Ballos

7207 N. Tichigan Rd., Waterford, WI 53185  
Has had his application for an insurance license denied. This action was based on allegations of failing to respond promptly to inquiries from OCI regarding criminal background. August 2002

#### Jason R. Bartlein

1447 S. 73rd St., Milwaukee, WI 53214  
Has had his application for an insurance license denied. This action was based on allegations of failing to respond promptly to inquiries from OCI regarding criminal background. August 2002

#### Joel R. Bement Sr.

E19835 County Rd. ND, Augusta, WI 54722  
Paid a forfeiture of \$250.00 and was ordered to provide the requested information. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

#### Kathleen A. Bierman

W4449 Countryview Dr., Appleton, WI 54915  
Has had her insurance license revoked. This action was based on allegations of

failing to pay Wisconsin delinquent taxes due. August 2002

#### Brian H. Blacher

8940 N. Regent Rd., Milwaukee, WI 53217  
Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### Patrick J. Bulman

310 Rose Ct., Horicon, WI 53032  
Agreed to a revocation of his insurance license. This action was based on allegations of utilizing premiums for his own use and not submitting applications to the insurer. September 2002

**Matthew A. Chromey**

2412 Pine Ridge Rd. Apt. 6, Eau Claire, WI 54701

Has had his application for an insurance license denied. This action was based on allegations of failing to disclose previous criminal convictions on an insurance license application and conviction of a crime substantially related to insurance marketing type activities. September 2002

**Jeffrey P. Couper**

127 S. Stephenson Ave., Iron Mountain, MI 49801

Paid a forfeiture of \$500.00 and has had his license suspended for 60 days. This action was based on allegations of failure to report a state of Michigan

administrative action based on utilizing premiums for his own use and failing to submit premiums to the insurer. September 2002

**Garrett J. Downs**

N51 W14266 Lancaster Ave., Menomonee Falls, WI 53051

Has had his application for an insurance license denied. This action was based on allegations of failing to respond promptly to inquiries from OCI regarding criminal background. August 2002

**Heather A. Drake**

1815 E. Becker Rd., Marshfield, WI 54449

Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

failing to pay Wisconsin delinquent taxes due. August 2002

**Vicky Fox**

P.O. Box 104, Burlington, WI 53105

Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Ross Sean Freedman**

5505 Royce Dr., Duluth, MN 30097

Has had his application for an insurance license denied for 31 days. This action was based on allegations of failing to report administrative actions taken by the state of Georgia on an insurance license application. September 2002

**Maureen Gallagher**

6513 Basswood Dr., Troy, MI 48098

Has had her application for an insurance

license denied for 31 days. This action was based on allegations of failing to disclose administrative action taken by the state of Michigan on an insurance license application. August 2002

**Shari J. Gartzke**

2119 Kilps Dr., Waukesha, WI 53188

Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Harvey J. Goldstein**

230 W. Suburban Ct., Milwaukee, WI 53217

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. September 2002

**Darline Easter**

235 Beaver Creek Dr., Bolingbrook, IL 60490

Has had her application for an insurance license denied for 31 days. This action was based on allegations of failing to disclose administrative action taken by the state of Illinois on an insurance license application. September 2002

**Scott E. Eiting**

8 Easthaven Ct. Apt. 10, Appleton, WI 54915

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Anne Eliason**

2531 W. Kathleen Rd., Phoenix, AZ 85023

Has had her insurance license revoked. This action was based on allegations of

failing to pay Wisconsin delinquent taxes due. August 2002

**Kenneth R. Fischer**

825 Weslyn Ct. # 3, West Bend, WI 53095

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Angela Brooke Fisk**

819 9th St., Beloit, WI 53511

Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Peter V. Foster**

3965 N. 71st St., Milwaukee, WI 53216

Has had his insurance license revoked. This action was based on allegations of

**Edwin Robert Haag III**

650 N. 11th St., Breese, IL 62230

Has had his application for an insurance license denied for 31 days. This action was based on allegations of failing to disclose two administrative actions taken by Illinois on an insurance license application. July 2002

**Alan J. Harvey**

3900 Vinburn Rd., De Forest, WI 53532

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**James Robert Heineman**

1962 Waterbury Dr. SE, Kentwood, MI 49508

Has had his application for an insurance license denied for 31 days. This action was based on allegations of failing to

disclose administrative action taken by the state of Florida on an insurance license application. July 2002

**John R. Heintzkill**

W220 S1417 Springdale Rd. # 3, Waukesha, WI 53186

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**John P. Illian**

N62 W15679 Skyline Dr., Menomonee Falls, WI 53051

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**David H. Janson**

4202 Summerfield Rd., Champaign, IL 61822

Has had his application for an insurance license denied. This action was based on allegations of administrative action taken by the United States Commodity Futures Brokers. September 2002

**Thomas M. Jaworski**

6715 Hwy. 153, Hatley, WI 54440

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Linda Kirkpatrick**

2006 Porter, Beloit, WI 53511

Has had her insurance license revoked. This action was based on allegations of

failing to pay Wisconsin delinquent taxes due. August 2002

**John T. Krezowski**

3435 Fairfax St. # 20, Eau Claire, WI 54701

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Carrie J. Kroll**

1317 McKinley Ave., Beloit, WI 53511

Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Maryjo L. Landwehr**

R5348 Sahara Dr., Ringle, WI 54471

Has had her insurance license revoked. This action was based on allegations of

failing to pay Wisconsin delinquent taxes due. August 2002

**Susan A. Liebert**

245 Longwood Dr., Janesville, WI 53545

Has had her application for an insurance license denied. This action was based on allegations of a criminal conviction substantially related to insurance marketing type conduct. July 2002

**Richard D. Lundy**

P.O. Box 1988, Waukesha, WI 53187

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Melyssa J. Maciejczak**

11314 N. Glenwood Cir., West Bend, WI 53090

Has had her insurance license revoked.

This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Laquanda A. Madison**

2927 N. Holton St., Milwaukee, WI 53212

Has had her application for an insurance license denied. This action was based on allegations of failing to respond promptly to inquiries from OCI regarding criminal conviction. August 2002

**Donald Joseph Magdon, Jr.**

15837 S. 13th Way, Phoenix, AZ 85048

Has had his application for an insurance license denied for 31 days. This action was based on allegations of failing to disclose an administrative action taken by the state of California on an insurance license application. July 2002

Continued below in the left column

**Felicia Lynne McAllister**

82 Lane Rd., Mechanics Falls, ME 04256

Has had her application for an insurance license denied. This action was based on allegations of failing to respond promptly to inquiries from OCI regarding criminal arrests/convictions. August 2002

**Kathleen Ann McGrath**

31 Country Walk, Cherry Hill, NJ 08003

Has had her application for an insurance license denied for 31 days. This action was based on allegations of failing to disclose administrative action taken by the state of New Jersey on an insurance license application. August 2002

**Mark A. Meglic**

2646 Van Beek Rd., Green Bay, WI 54311

Paid a forfeiture of \$1,000.00 and has had his license suspended for 15 days. This action was based on allegations of

having another agent sign a Medicare supplement application when the agent did not make the sale and respondent was not properly appointed with the insurer. August 2002

**Roland F. Montezon**

P.O. Box 426, Eagle River, WI 54521

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Sally Muholland**

952 S. 56th St., Milwaukee, WI 53214

Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. September 2002

**Leroy Nichols Sr.**

4661 N. 27th St. # 101, Milwaukee, WI

53209

Has had his application for an insurance license denied. This action was based on allegations of failing to pay state of Wisconsin taxes, a criminal conviction substantially related to insurance marketing type conduct, and not reporting a criminal conviction within 30 days. Nichols did not appear at the hearing or prehearing. August 2002

**Gloria A. Olson**

2122 Edgewood Dr., Grafton, WI 53024

Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. July 2002

**Roger S. Patovisti**

2389 Omro Rd., Oshkosh, WI 54904

Has had his insurance license revoked. This action was based on allegations of

failing to pay Wisconsin delinquent taxes due. August 2002

**Todd E. Patten**

W237 N6520 Orchard Dr., Sussex, WI 53089

Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Joseph P. Perry**

6179 Marshview Ct., Hartford, WI 53027

Paid a forfeiture of \$4,000.00 jointly with FHK Corporation and was ordered to cease and desist from referencing the Senior Care prescription drug program in any and all solicitations, including telemarketing and direct mail, and shall clearly identify the agency for which he

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works by name and state that the purpose of the solicitation is to sell insurance, including the product to be solicited. This action was based on allegations of using telemarketers and other representatives who failed to indicate that insurance would be solicited, made misleading references to a government program, Senior Care, and misrepresented that OCI had approved the telemarketing script. September 2002

#### **Shirley A. Pitts**

4437 N. 64th St. Apt. Lower, Milwaukee, WI 53218  
Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### **Maria C. Pullara**

11321 N. Shore Cliff Ln., Mequon, WI 53092  
Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### **Penny C. Reiss**

N5904 Pioneer Rd., Plymouth, WI 53073  
Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. September 2002

#### **Donald R. Rose**

501 Polzin Rd., Cornell, WI 54732  
Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### **Jeffery William Schlitz**

1824 75th St., Kenosha, WI 53143  
Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### **Bruce C. Schroeder**

620 N. Spring St. # 1, Port Washington, WI 53074  
Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### **David N. Silk**

2123 Ginger Creek Dr., Palatine, IL 60074  
Has had his application for an insurance license denied. This action was based on allegations of failing to disclose administrative action taken by the state of Illinois on an insurance license

application and nonresponse to OCI's request for information. July 2002

#### **Henry L. Smith**

5871 N. 65th St., Milwaukee, WI 53218  
Has had his application for an insurance license denied. This action was based on allegations of a criminal conviction substantially related to insurance marketing type conduct. August 2002

#### **Orlando L. Stokes**

714 W. Vliet St. # 335, Milwaukee, WI 53205  
Has had his application for an insurance license denied. This action was based on allegations of failing to respond promptly to inquiries from OCI regarding a criminal conviction. August 2002

Continued below in the left column

#### **James R. Stolz**

961 Shelly Ct., Oconomowoc, WI 53066  
Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### **Teresa A. Tanking**

6327 27th Ave., Kenosha, WI 53143  
Has had her application for an insurance license denied. This action was based on allegations of a criminal conviction substantially related to insurance marketing type conduct and her Huber privileges having been revoked. September 2002

#### **John William Tesseyman III**

1680 Frostwood Dr., Tyler, TX 75703  
Has had his application for an insurance license denied. This action was based on allegations of failing to respond promptly

to inquiries from OCI regarding Texas administrative action. August 2002

#### **Thomas J. Utecht**

971 Armour Rd., Oconomowoc, WI 53066  
Has had his insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### **Lynn S. Weis**

31029 Bushnell Rd., Burlington, WI 53105  
Has had her insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

#### **Maggie Young**

8253 N. Teutonia Ave., Milwaukee, WI 53209  
Has had her insurance license revoked.

This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

### **Companies**

#### **American Investors Life Insurance Company, Inc.**

555 S. Kansas Ave., Topeka, KS 66601  
Was ordered to accept business only from a properly appointed agent and to properly represent information to insureds regarding its products. This action was based on allegations of accepting business from an unappointed agent who misstated terms of an annuity, omitted material information, and converted a policy without consent. September 2002

#### **Benmark, Inc.**

1100 Circle 75 Pky. Ste. 320, Atlanta, GA 30339  
Has had its application for an insurance license denied for 31 days. This action was based on allegations of failing to disclose administrative action taken against Stephen D. Whipple by the state of South Dakota on an insurance license application. September 2002

#### **Compcare Health Services Insurance Corp.**

20855 Watertown Rd. Ste. 140, Waukesha, WI 53186  
Paid a forfeiture of \$500.00. This action was based on allegations of failing to comply with a previous examination order. September 2002



**Connecticut General Life Insurance Company**

900 Cottage Grove Rd., Hartford, CT 06152

Paid a forfeiture of \$500.00 and was ordered to provide the requested information. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

**Conseco Life Insurance Company**

P.O. Box 1970, Carmel, IN 46032

Paid a forfeiture of \$500.00 and was ordered to provide the information requested and in the future promptly reply in writing. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

agent employed. This action was based on allegations of doing an insurance business without proper authority. September 2002

**Illinois National Insurance Company**

Connell Corporate Center 1, One Connell Dr., Berkeley Heights, NJ 07922

Paid a forfeiture of \$500.00 and was ordered to provide the information requested and in the future promptly reply in writing. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

**Lawyers Title Insurance Corporation**

P.O. Box 27567, Richmond, VA 23261

Paid a forfeiture of \$500.00 and was ordered to provide the information

**Conseco Senior Health Insurance Company**

11815 N. Pennsylvania St., Carmel, IN 46032

Paid a forfeiture of \$500.00 and was ordered to provide the requested information and promptly reply in writing to requests from the commissioner. This action was based on allegations of failing to respond promptly to inquiries from OCI. July 2002

**Eldorado Claims Services, Inc.**

5353 N. 16th St. #100, Phoenix, AZ 85016

Paid a forfeiture of \$500.00 and was ordered to provide the information requested within ten days and promptly reply in writing to all future requests from the commissioner. This action was based on allegations of failing to respond promptly to inquiries from OCI.

requested and in the future promptly reply in writing. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

**Lincoln Benefit Life Company**

P.O. Box 80469, Lincoln, NE 68501

Paid a forfeiture of \$1,000.00 and was ordered to provide the requested information and promptly reply in writing to requests from the commissioner. This action was based on allegations of failing to respond promptly to inquiries from OCI. July 2002

**Lincoln Benefit Life Company**

P.O. Box 80469, Lincoln, NE 68501

Agreed to pay a forfeiture of \$3,500.00 and agreed to provide the information requested and promptly reply in writing to requests from the commissioner. This

September 2002

**FHK Corporation**

5990 N. Green Bay Ave., Milwaukee, WI 53209

Paid a forfeiture of \$4,000.00 jointly with Joseph Perry and was ordered to cease and desist from referencing the Senior Care prescription drug program in any and all solicitations, including telemarketing and direct mail, and shall clearly identify the agency by name and state that the purpose of the solicitation is to sell insurance, including the product to be solicited. This action was based on allegations of using telemarketers and other representatives who failed to indicate that insurance would be solicited, made misleading references to a government program, Senior Care, and misrepresented that OCI had approved the telemarketing script. September 2002

action was based on allegations of failing to respond promptly to inquiries from OCI and failing to comply promptly with an order. July 2002

**Lincoln Benefit Life Company**

P.O. Box 80469, Lincoln, NE 68501

Paid a forfeiture of \$5,000.00 and was ordered to provide the requested information and in the future to promptly reply in writing to all requests. This action was based on allegations of failing to respond promptly to inquiries from OCI. September 2002

**Metropolitan Life Insurance Company**

334 Madison Ave., P.O. Box 633, Convent Station, NJ 07961

Paid a forfeiture of \$1,000.00 and was ordered to reply promptly in writing to requests from the commissioner. This

**Fidelity and Guaranty Life Insurance Company**

1001 Fleet St. 7th Fl., Baltimore, MD 21202

Paid a forfeiture of \$500.00 and was ordered to comply with s. Ins 25.30 (1), Wis. Stat. and demonstrate what corrective action has been taken. This action was based on allegations of disclosure of an insured's nonpublic financial information. September 2002

**Frascona Buick**

11221 W. Burleigh St., Wauwatosa, WI 53222

Paid a forfeiture of \$500.00 and was ordered to cease and desist from soliciting and submitting insurance applications for Wisconsin residents until the dealership has a properly licensed

Continued below in the left column

action was based on allegations of failing to respond promptly to inquiries from OCI. July 2002

**Mt. Morris Mutual Insurance Company**

N1211 Cty. Rd. B, Coloma, WI 54930

Was ordered to pay a forfeiture of \$500.00 and was ordered to provide the requested information. This action was based on allegations of failing to respond promptly to inquiries from OCI. July 2002

**National Union Fire Insurance Company of Pittsburgh**

70 Pine St., New York, NY 10270

Paid a forfeiture of \$500.00 and was ordered to provide the requested information and reply promptly in writing to all requests from the commissioner.

Continued on Page 10

This action was based on allegations of failing to respond promptly to inquiries from OCI. September 2002

**National Union Fire Insurance Company of Pittsburgh**

70 Pine St., New York, NY 10270

Paid a forfeiture of \$1,500.00 and was ordered to provide the requested information and reply promptly in writing to all future requests. This action was based on allegations of failing to respond promptly to inquiries from OCI. September 2002

**National Union Fire Insurance Company of Pittsburgh**

70 Pine St., New York, NY 10270

Paid a forfeiture of \$1,000.00 and was

ordered to provide the requested information and reply promptly in writing to all future requests. This action was based on allegations of failing to respond promptly to inquiries from OCI. September 2002

**Nationwide Mutual Insurance Company**

1 Nationwide Plaza, Columbus, OH 43215

Paid a forfeiture of \$500.00 and was ordered to provide the information requested and promptly reply in writing to requests from the commissioner. This action was based on allegations of failing to respond promptly to inquiries from OCI. July 2002

**Network Health Plan of Wisconsin, Inc.**

1570 Midway Rd., Menasha, WI 54952

Paid a forfeiture of \$10,000.00. This

action was based on allegations of failing to comply with a previous examination order. August 2002

**North Central Life Insurance Company**

1000 Woodfield Rd, Schaumburg, IL 60173

Paid a forfeiture of \$500.00 and was ordered to cease and desist from utilizing the services of an intermediary agent who is not properly licensed. This action was based on allegations of utilizing the services of an unlicensed agent. September 2002

**NWC Service Corporation**

616 N. Eckhoff St., Orange, CA 92868

Paid a forfeiture of \$1,000.00 and was ordered to provide the information requested and provide proof of financial security for the in-force contracts. This

action was based on allegations of doing a warranty business without proper authority. July 2002

**PHL Variable Insurance Company**

One American Row, Hartford, CT 06115

Paid a forfeiture of \$500.00 and was ordered to provide the information requested and promptly reply in writing to requests from the commissioner. This action was based on allegations of failing to respond promptly to inquiries from OCI. July 2002

**Pre-Paid Legal Casualty, Inc.**

P.O. Box 145, Ada, OK 74820

Paid a forfeiture of \$500.00 and was ordered to cease and desist from utilizing the services of an intermediary agent for types of insurance that the agent is not authorized to solicit. This action was based on allegations of allowing an agent

to submit applications for types of insurance that the agent was not authorized to solicit. September 2002

**Principal Life Insurance Company**

711 High St., Des Moines, IA 50392

Paid a forfeiture of \$500.00 and was ordered to provide the requested information and reply promptly in writing to all future requests. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

**Progressive Halcyon Insurance Company**

6300 Wilson Mills Rd. #W33, Mayfield, OH 44143

Paid a forfeiture of \$3,500.00 and was ordered to provide the information requested and in the future promptly reply in writing. This action was based

on allegations of failing to respond promptly to inquiries from OCI and failing to comply promptly with an order issued. September 2002

**Protective Life Insurance Company**

P.O. Box 2606, Birmingham, AL 35223

Paid a forfeiture of \$500.00 and was ordered to cease and desist from using the services of an intermediary agent who is not properly listed. This action was based on allegations of allowing an agent to submit applications prior to appointing the agent. September 2002

**Safeco Life Insurance Company**

10785 Willows Rd. NE, Bldg. D, Redmond, WA 98052

Paid a forfeiture of \$500.00 and was ordered to provide the information requested and promptly reply in writing to requests from the commissioner. This

action was based on allegations of failing to respond promptly to inquiries from OCI. July 2002

**Sentry Insurance, a Mutual Company**

1800 N. Point Dr., Stevens Point, WI 54481

Paid a forfeiture of \$500.00 and was ordered to provide the requested information and promptly reply in writing to future requests. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

**Sun Life Assurance Company of Canada (US)**

12 Worcester St., P.O. Box 9133, Wellesley Hills, MA 02481

Paid a forfeiture of \$500.00 and was ordered to provide the information

requested and in the future promptly reply in writing. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

**SunAmerica Life Insurance Company**

1 SunAmerica Center, Los Angeles, CA 90067

Paid a forfeiture of \$500.00 and was ordered to provide the requested information. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

**Travelers Life and Annuity Company, The**

1 Tower Sq., Hartford, CT 06183

Paid a forfeiture of \$500.00 and was

ordered to provide the information requested and in the future promptly reply in writing. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

**United Healthcare Insurance Company**

450 Columbus Blvd., Hartford, CT 06103  
Paid a forfeiture of \$500.00 and was ordered to provide the information requested and reply promptly in writing to all requests from the commissioner. This action was based on allegations of failing to respond promptly to inquiries from OCI. August 2002

**United States Life Insurance Company in the City of New York**

P.O. Box 1580, Neptune, NJ 07754

Paid a forfeiture of \$500.00 and was ordered to provide the information requested and promptly reply in writing to requests from the commissioner. This action was based on allegations of failing to respond promptly to inquiries from OCI. July 2002

**Universal Surety Company**

P.O. Box 80468, Lincoln, NE 68501  
Paid a forfeiture of \$500.00 and was ordered to cease and desist from utilizing the services of an intermediary agent who is not properly listed. This action was based on allegations of allowing an agent to submit applications prior to appointing the agent. August 2002

**Vehicle Protection Plus, LLC**

268 Christian Church Rd. Ste. 1, Johnson City, TN 37615  
Paid a forfeiture of \$1,300.00 and was

ordered to cease and desist from using forms unless and until they have been approved for use in Wisconsin. This action was based on allegations of using unapproved policy forms. August 2002

**Webster Insurance**

112 S. Turnpike Rd., Wallingford, CT 06492

Has had its application for an insurance license denied for 31 days. This action was based on allegations of failing to disclose administrative actions taken against John Klecha by the states of Kansas and Oklahoma on an insurance license application. July 2002

**Western Diversified Life Insurance Company**

P.O. Box 770, Deerfield, IL 60015  
Paid a forfeiture of \$500.00 and was ordered to cease and desist from utilizing

the services of an intermediary agent who is not properly listed. This action was based on allegations of allowing an agent to submit applications prior to appointing the agent. September 2002

**Wisconsin A.U.L. Inc.**

1325 Imola Ave. W. PMB 318, Napa, CA 94559

Paid a forfeiture of \$500.00. This action was based on allegations of failing to file a required financial statement by the due date. September 2002

**Wolf Financial Services Inc.**

6822 W. North Ave., Wauwatosa, WI 53213

Has had its insurance license revoked. This action was based on allegations of failing to pay Wisconsin delinquent taxes due. August 2002

**Reminder  
to Agents**

Agents are required by statute to notify the OCI of a **residential** address change within 30 days. Failure to do so may result in revocation of a license due to nonpayment of the biennial regulation fee.

**Relicensing requires retesting for resident agents. Retesting requires the completion of prelicensing education.**

If you have an address change, please notify the Agent Licensing Section in writing at **P.O. Box 7872, Madison, Wisconsin 53707-7872**, by fax at **(608) 264-8115**, or by e-mail at **agentlicensing@oci.state.wi.us**. Changes of address by telephone are not accepted.

**To contact the OCI**



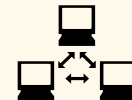
**Office of the Commissioner of Insurance  
121 E. Wilson Street  
P.O. Box 7873  
Madison, Wisconsin  
53707-7873**

**(608) 266-8699 (agents)  
(608) 266-3585 (general)**



**<http://oci.wi.gov>**

**(608) 264-8115 (market regulation)  
(608) 266-9935 (general)**



**agentlicensing@oci.state.wi.us  
information@oci.state.wi.us  
marketreg@oci.state.wi.us  
financial@oci.state.wi.us  
legal@oci.state.wi.us**